

CASE STUDY

New Floorcare Solutions Improve Protection, Aesthetics and Operational Efficiency



76% annual savings
on cleaning solution

Floors maintained using Twister™ IntelliPads consistently achieved **higher gloss readings** compared to traditional pads

Lower maintenance
without performance trade-offs.

Demand for floorcare expertise and sustainable solutions compatible with new flooring substrates within the healthcare industry has increased. No longer just about stripping and finishing; now a greater emphasis lies with protecting floors and simplifying maintenance. While low- and no-maintenance flooring is often marketed as a simpler solution, this label can be misleading.

Aesthetics are also critical, as they influence patient perceptions of cleanliness and the overall hospital experience. Achieving high-quality results efficiently requires more than just chemicals; it demands the integration of advanced machines, pads, and brushes to effectively meet modern challenges.

In response, TouchPoint Support Services partnered with Diversey, a Solenis company, to modernize its approach to floorcare. This collaboration aimed to provide a sustainable, effective, and user-friendly solution to enhance both the aesthetic and operational value of floors in high-traffic healthcare environments.

Goals and Solutions

Working together, Diversey and TouchPoint developed a floorcare program that would address three primary concerns:

1. Increase sustainability percent spend on floor care.
2. Improve floor appearance with simple solutions (easy-to-train)
3. Enhance operational efficiency in overall floor maintenance.

This simplified floorcare solution would also focus on reducing labor, waste, and cost, while maintaining appearance, and delivering an optimal floor care solution for high-traffic areas.

Using a client hospital (Hospital A) in Evansville, Indiana, and a client hospital (Hospital B) in Nashville, Tennessee, Diversey and TouchPoint introduced its comprehensive floorcare program that integrated advanced materials and cutting-edge technology.

Products

Aquaria® Floor Finish

A durable, Green Seal-certified finish with exceptional buff response.

High Mileage™

A high-solids, low-odor finish for heavy traffic areas.

Carefree Max™

A versatile multi-surface floor finish/sealer.

Monitoring Tools

IntelliTrail 2.0

- A cloud-based system for tracking machine performance, maintenance, and compliance.
- Realtime sustainability reports show consumption of chemicals, water and electricity paired with a CO2 footprint.

Equipment

TASKI® ULTIMAXX 1900 Walk-Behind Auto Scrubber

- For cleaning and burnishing.
- Equipped with IntelliFlow® technology.
- Saving up to 76% cleaning solution annually and ensuring safe, efficient operation.
- Patented squeegee for water pickup eliminates slips and falls associated with water left after scrubbing.

Twister™ IntelliPad®

Durable pads with diamond abrasives for smoother finishes.

Twister™ Extreme Red Pad

For efficient chemical-free stripping and restoration.



Performance Versus Cost

Floor finishes and their maintenance chemicals are among the most expensive supplies for facilities. These costs are further amplified by the extensive upkeep required to maintain the flooring’s appearance and longevity. While all floor finishes tested by TouchPoint and Diversey had similar life cycles, their installation expenses and maintenance demands varied significantly.

Performance vs. Cost Analysis

Product	Cost Base / Sq. Foot	Coverage Per Gallon	Total Coats Required	Maintenance Requirement
High Mileage™	100	2,000	6	High: 2x weekly
Aquaria® Floor Finish	100	2,000	6-7	Low: Bi-weekly
Carefree Max™	34	2,000	4	Low: Bi-weekly



Testing showed that all products performed well when maintained according to manufacturers' recommendations. However, differences in maintenance requirements meant some finishes required less labor to achieve the same results.

Performance remained the primary focus. It was essential to ensure that using lower-maintenance products did not compromise quality. After extensive testing, it was determined that lower-maintenance products did not impact overall performance. Gloss readings taken at consistent intervals for all three finishes demonstrated that proper adherence to manufacturer guidelines was the key to maintaining their appearance. Ultimately, all three products delivered comparable results.

Gloss Readings

Floor Finish	Gloss Meter Reading at 60 Degrees	Gloss Meter Reading at 85 Degrees
High Mileage	50.7	86.5
Aquaria	60.76	89.4
Carefree Max	59.1	89

Implementation and Results

After an extensive evaluation of high-traffic locations in the two hospitals, the team employed its solution to deliver against the outlined goals. The two facilities piloted the program for six weeks with remarkable results:

Hospital A

Phase 1

- Focus area: Main elevator bank in a high-traffic area.
- Finish applied side-by-side in area.
- Products:
 - High Mileage
 - Aquaria
 - CareFree Max
- Daily maintenance followed as prescribed by Diversey.
 - Dust Mopping
 - Auto-mopping/Scrubbing
 - Burnishing
- Results measured using gloss meter.
 - Measured depth of shine
 - Durability
- Outcome: Aquaria® performed on par with traditional finishes, while IntelliPads enhanced gloss and appearance.

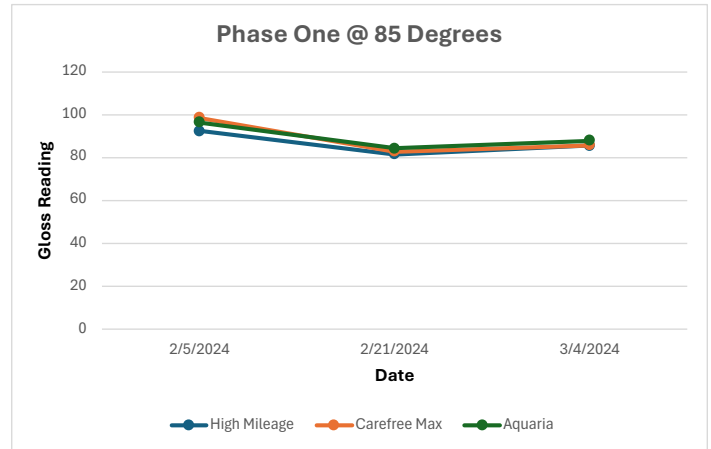
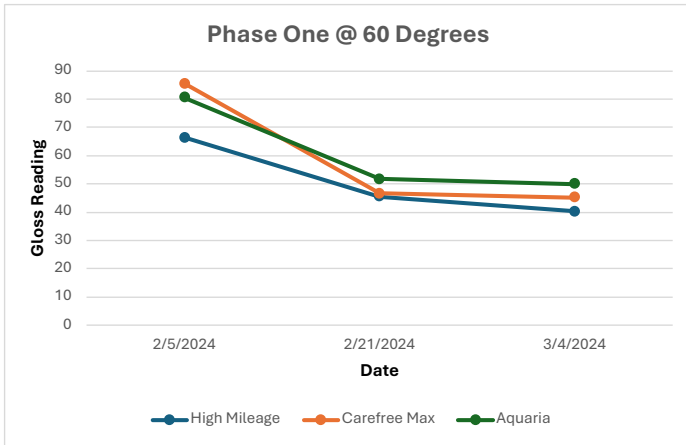


Comparison Graphic:

Test area cleaned daily with scrubber, 20" red pad, and neutral floor cleaner. Aquaria finish performed equally as well as the two traditional finishes.

Phase One Hospital A

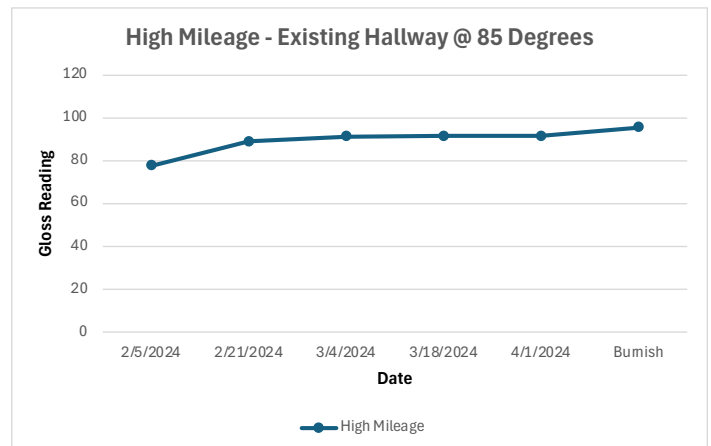
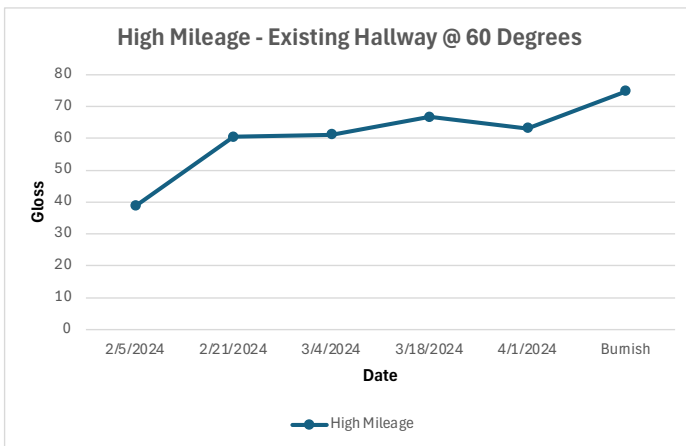
Test area cleaned daily with Advance scrubber, 20 inch red pad, and Neutral Floor Cleaner



Aquaria (Green Seal) finish performed equally as well as the other two traditional finishes, Carefree Max and High Mileage.

Phase One Hospital A

Existing Hallway near Cafe – High Mileage



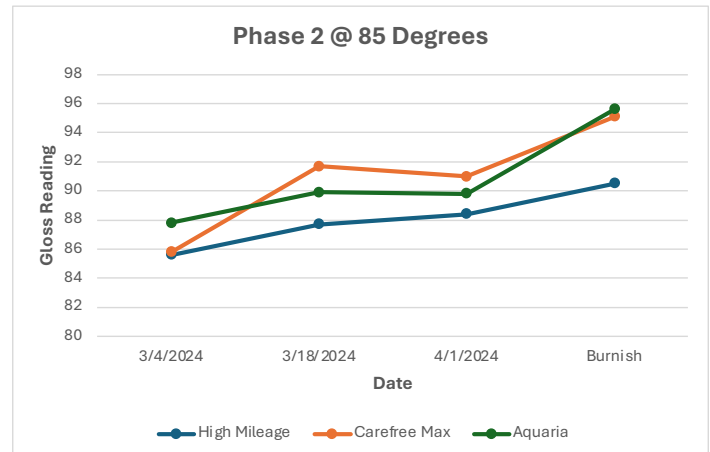
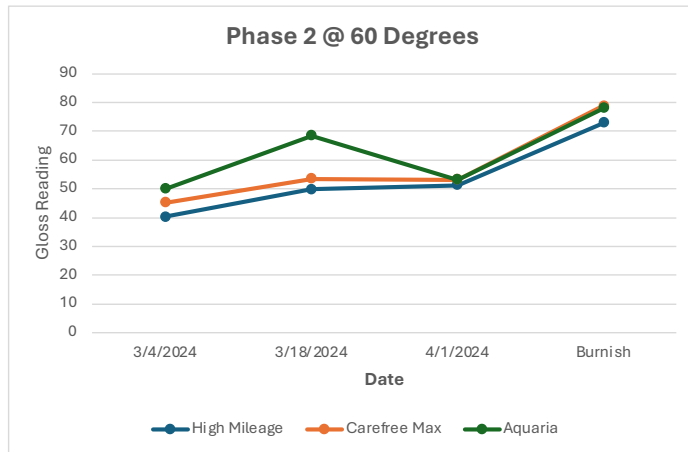
Comparison Graphic:

Existing hallway near café utilizing High Mileage. Café hallway cleaned daily with Intellipad mounted on auto scrubber. Burnished on final visit after data collection on April 1, 2024.

Phase Two Hospital A

- Selected alternative high traffic area.
- Twister Intellipad tested on existing High Mileage application.
- Maintained with Revive Cleaner/Maintainer.
- Twister Intellipad tested on the three different finishes.
- Monitored results using gloss meter on all surfaces.

Test area cleaned daily with Advance scrubber, 20 inch Intellipad, and Neutral Floor Cleaner.

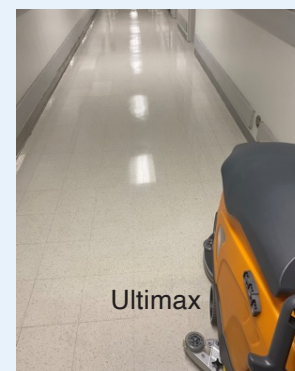
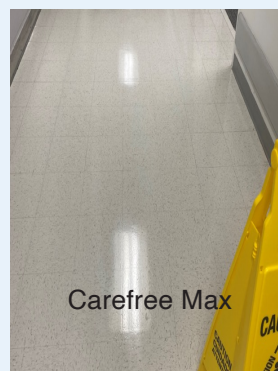
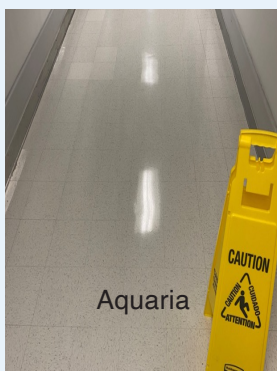


Comparison Graphic:

Test area cleaned daily using Advance Scrubber, 20" Intellipad, and neutral floor cleaner. Achieved increase in gloss readings when using Twister Intellipad daily on all test finishes. Test areas were burnished after data collection on April 1, 2024.

Hospital B

- Focus area: High-traffic hallway near critical operational areas.
- Site underwent Phase 3 testing:
 - Daily cleaning using TASKI 1900 Ultimaxx Scrubber, 20" Intellipad, and Revive Cleaner/Maintainer
- Outcome: Aquaria® delivered equal performance to traditional finishes, while IntelliPads consistently improved appearance. The TASKI scrubber's efficiency minimized labor and enhanced cleaning results.

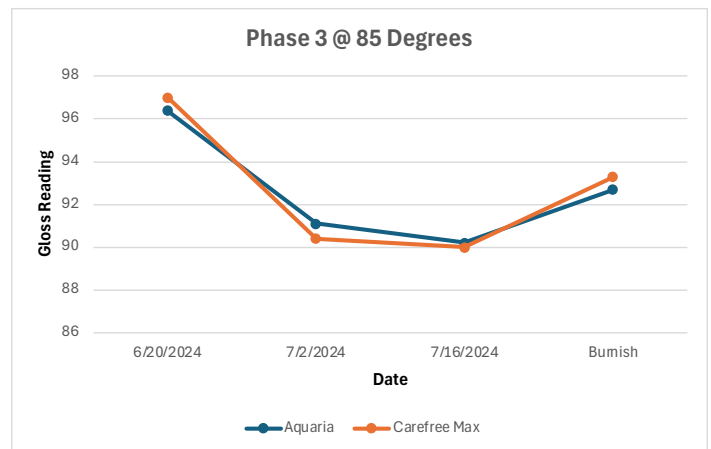
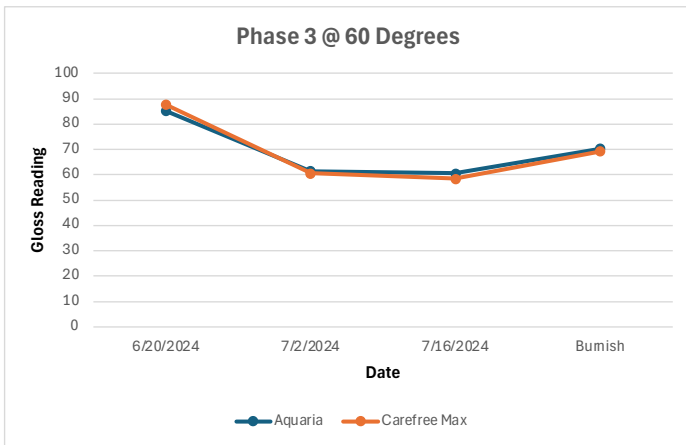


Comparison Graphic:

Test area cleaned daily using TASKI 1900 Ultimaxx Scrubber, 20" Intellipad, and Revive Cleaner/Maintainer. Aquaria and Carefree Max responded well to daily scrubbing, with Twister Intellipad maintaining a high appearance level. Floors burnished after data collection on July 16, 2024.

Phase Three Hospital B

Test area cleaned daily with Taski 1900 Ultim maxx scrubber, 20 inch Intellipad, and Revive Cleaner/Maintainer.

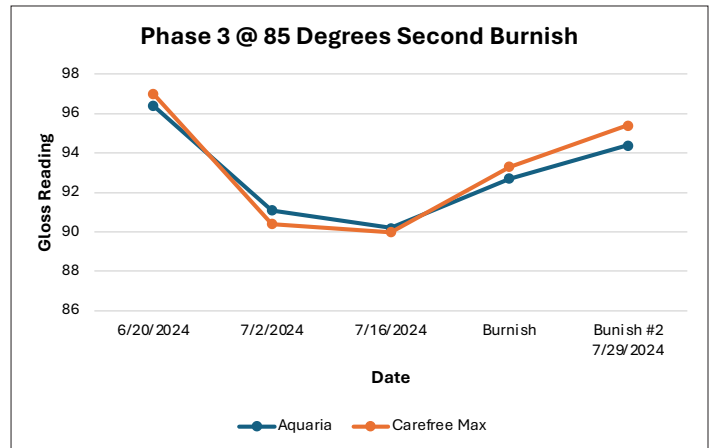
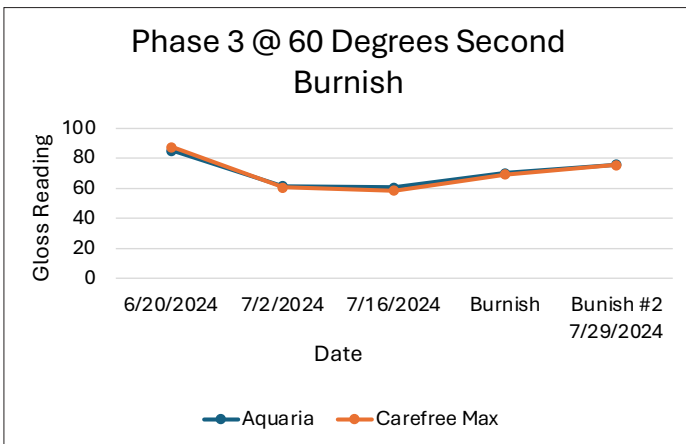


Comparison Graphic:

Test area cleaned daily using TASKI 1900 Ultim maxx Scrubber, 20" Intellipad, and Revive Cleaner/Maintainer. Aquaria and Carefree Max responded well to daily scrubbing, with Twister Intellipad maintaining a high appearance level. Floors burnished a second time at six weeks using a Twister Intellipad on July 29, 2024, after data collection.

Phase Three Hospital B

Test area cleaned daily with Taski 1900 Ultim maxx scrubber, 20 inch Intellipad, and Revive Cleaner/Maintainer. Second Burnish on 7/29/2024 – final floor results.

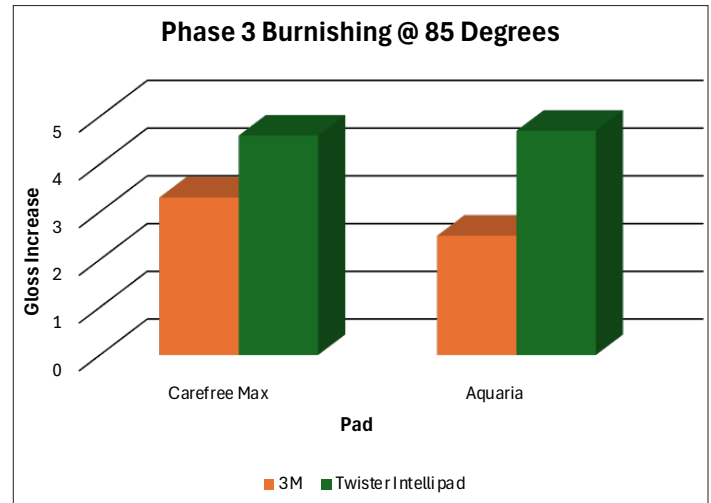
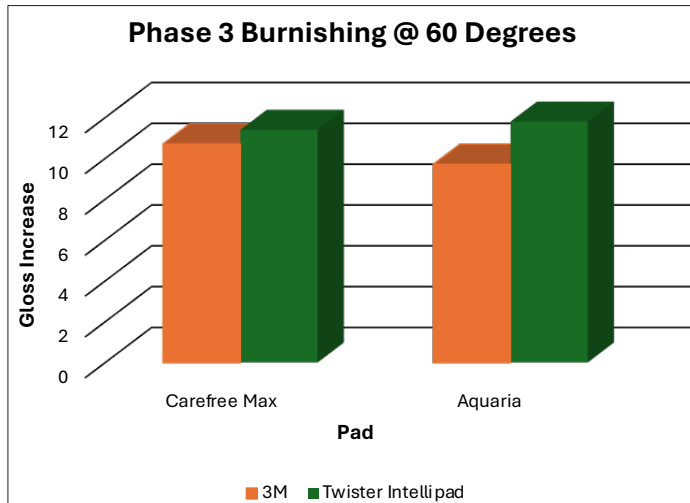


Comparison Graphic:

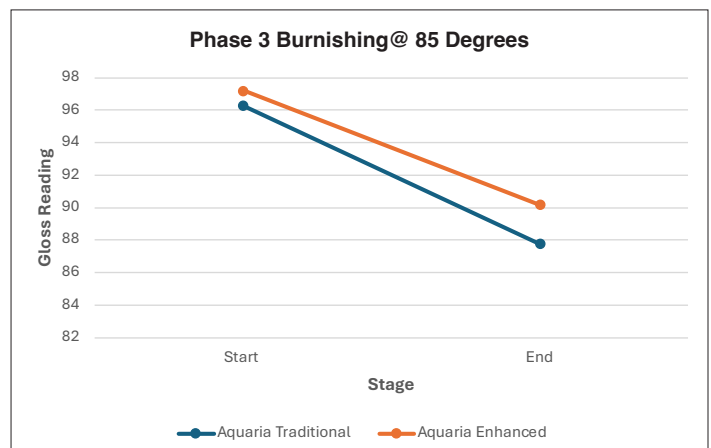
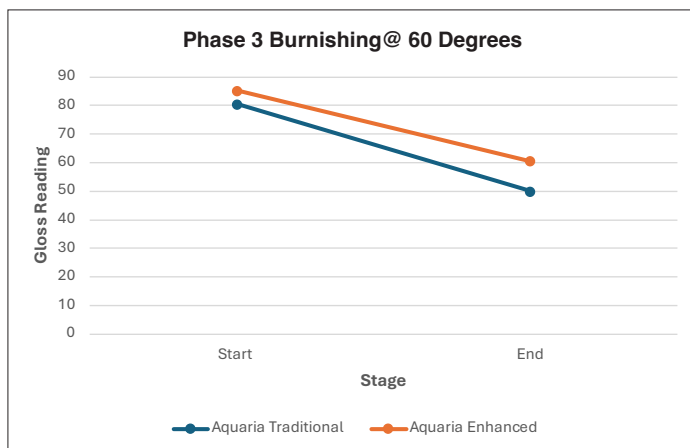
Gloss increased on burnished test floor. Aquaria and Carefree Max were burnished with Tennant B5 and 3M and a Twister Intellipad. Twister Intellipad had a higher gloss increase compared to 3M.

Phase Three Hospital B

Burnishing of test floor – 3M Hog’s hair vs Twister Intellipad – Gloss increase



Aquaria (Green Seal) and Carefree Max (Control) were burnished w/Tennant B5 and 3M (7/16/24) and a Twister Intellipad (7/29/24). Twister Intellipad had a higher gloss increase vs 3M.



Comparison Graphic:

Traditional (Red Pad) vs Enhanced (IntelliPad)

Daily cleaning over six weeks

Test finishes maintained a higher appearance level using enhanced daily cleaning with Intellipad versus a traditional red pad.

Conclusion

TouchPoint’s collaboration with Diversey has the potential to redefine floorcare in healthcare facilities, as it has demonstrated the power of innovative, sustainable solutions. The Green Seal-certified products not only exceeded performance expectations but also aligned seamlessly with environmental goals. IntelliTrail’s compliance monitoring streamlined operations, while standardized procedures simplified training and empowered EVS associates to confidently maintain floor quality. By enhancing aesthetics, operational efficiency, and staff satisfaction, this partnership has set a new benchmark for floorcare practices, reflecting the evolving needs of modern healthcare and ensuring facilities meet both leadership and patient expectations.